

UNICARE Health Plans of Texas

Southeast Texas

Survey (CAHPS™3.0H) Results

Response Rate 31%

State Averages

Compiled from the 32 HMO
companies surveyed
Survey (CAHPS™3.0H) Results

Response Rate 32%

Percentage who rated
6 or lower

Percentage who rated
7 or 8

Percentage who rated
9 or 10

The bar graph is
on a scale from
0 = worst and
10 = best.

On their health plan

21% 41% 38%

On their health care

13% 37% 50%

On their specialist

11% 25% 64%

On their doctor or nurse

15% 30% 55%

State Averages

20% 38% 42%

12 34% 54%

12 29% 59%

12 34% 54%

Percentage who said they
sometimes or never...

Percentage who said they
usually...

Percentage who said they
always...

Got care without long waits

26% 31% 43%

Had doctors communicate well

10 28% 62%

Had courteous, respectful, & helpful office staff

8 27% 65%

Had their plan handle claims quickly & correctly

20% 40% 40%

State Averages

24% 30% 46%

9 29% 62%

8 26% 66%

10 33% 57%

Percentage who said they had
BIG problems...

Percentage who said they had
SMALL problems...

Percentage who said they had
NO problems...

Getting needed care

8 18% 74%

With efficiency & helpfulness of customer service

12% 23% 65%

State Averages

7 14% 79%

8 20% 72%